



# NS Financials Billing

## Customer Invoice Dashboard: Getting Started Guide

### Table of Contents

Welcome to the Customer Invoice Dashboard .....	3
Getting Started Guide.....	4
Signing In to the Customer Invoice Dashboard.....	4
Home Screen.....	4
How to Raise an Invoice Request using an Existing Customer .....	4
How to Raise an Invoice for a New Customer .....	7
How to Update/Change the Draft Invoice Before Submission .....	9
How to Copy an Existing Invoice Request.....	9
How to View and Print Invoice Request Details.....	10
How to Delete an Invoice Request.....	10
How to Request the Cancellation of an Invoice Request.....	10
How to Raise Multiple Invoice Requests.....	10
How to Raise Invoice Requests on Behalf of Others/Change Requester's Details .....	11
How to Create an Invoice Request with an Attachment .....	11
How to Create an Invoice Request using Split Distribution Across One or More Invoice Lines .....	11
How to Create a GST and non-GST Invoice Request.....	12

How to Confirm Preview Invoice Request is Showing Correctly..... 13

How to Submit for FST Review..... 13

How to Check Process Status..... 14

How to Review Invoices Requests Approved by FST Team ..... 14

How to Review Submitted Requests..... 15

How to Adjust Sending Preferences ..... 15

How to Adjust Invoice Request Header ..... 16

How to Create an Invoice Request using a Foreign Currency Vendor ..... 16

How to Use an External Invoice ID when Generating an Invoice Request ..... 17

How to Search by Customer/Status/Entered by/Invoice/Date Range/New Customer ..... 18

How to Configure Financial Reviewer Setup..... 18

## Welcome to the Customer Invoice Dashboard

This tool provides employees with ability to raise and update invoice requests and manage requests via functions such as copying requests, raising bulk requests and requesting the cancellation of requests.

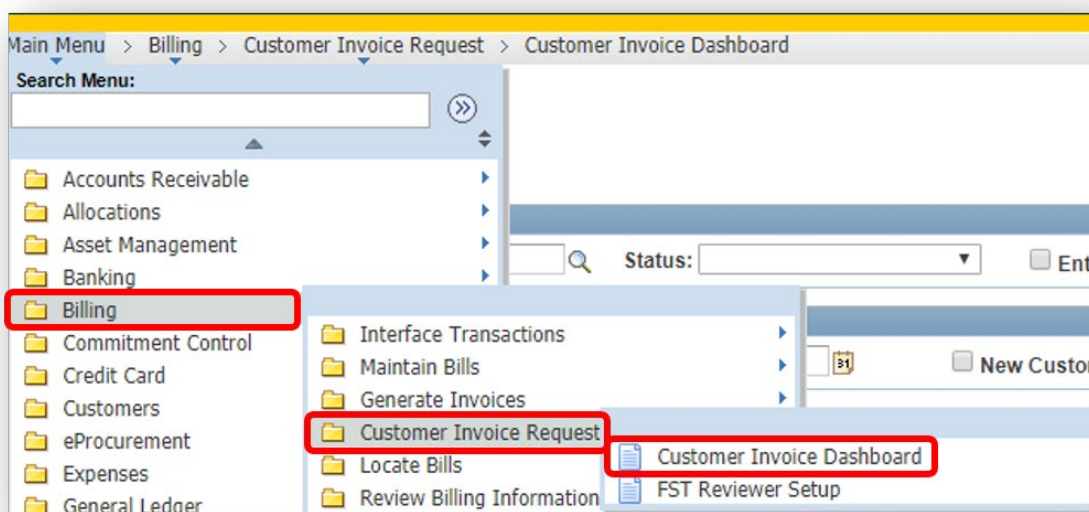
# Getting Started Guide

## Signing In to the Customer Invoice Dashboard

- Login to NSF UAT <https://uat-psf.unsw.edu.au/> using your **Z ID** and **PROD** password.

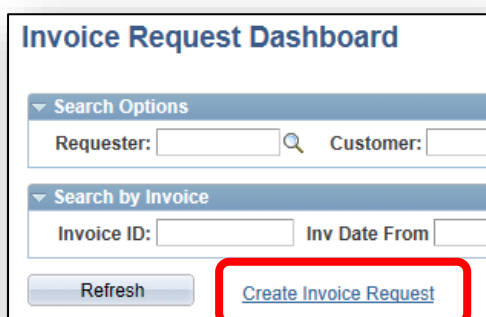
## Home Screen

- To navigate to the dashboard, select **Main Menu > Billing > Customer Invoice Request > Customer Invoice Dashboard**.



## How to Raise an Invoice Request using an Existing Customer

- From the **Customer Invoice Dashboard**, select **Create Invoice Request**.



- The first screen that opens is the **Requester Setup** screen.

UNSW Finance  
Invoice Generation

Customer Invoice Request Process

Invoice Request ID: CIN000322

**Requestor**

Complete for someone else?

\*Requester: Z3165756

Phone:

Email ID:

Organization:

\*Business Unit:  🔍

Who is the customer's UNSW Contact?  
 🔍

- If filling an invoice for someone else, you have the option of selecting **Complete for Someone Else**.
- Your ZID has already been filled out and is not editable unless you select **Complete for Someone Else**.
- Enter the **Business Unit Code** or click on the Search icon to search for Business Unit code or description.
- Fill in or search for the **Customer's UNSW Contact's** ZID or name.
- Scroll down, select **Save** and then **Next** in the top right to move to the next screen.
- The next screen is the **Customer Setup**.

UNSW Finance  
Invoice Generation

Customer Invoice Request Process

Invoice Request ID: CIN000322

**Customer**

Customer:  🔍

New Customer Status: Not Applicable

Save

- Search for the Customer via the **Customer ID/Name/Business Number**.
- Select the Customer and you can view the **Address Details** and **Contact Information**.
- Each of these fields has a look-up where you can search for the correct address or contact.
- Select **Save** and **Next**.

UNSW Finance  
Customer Invoice Request Process

Invoice Request ID: CIN000289      Invoice Request Status: Customer Setup Done

**Invoice Header**

Bill Type Identifier:       Customer Reference:

\*Date Invoice to be Sent:       How Invoice to be Sent?

Pay Terms:       \*Currency:       This currently is being hedged:       Hedge Contract ID:

Invoice Header Note

- The **Invoice Header** screen will open up.
- You will see a search field for **Bill Type Identifier** by Identifier, Code or Description.
- Compulsory fields marked with an \* include **Date Invoice to be Sent** and **Currency**. Fill out the **Date** and the **Pay Terms** automatically fill out.
- On this screen you can also upload an describe an attachment.
- Select **Save** and **Next**.

UNSW Finance  
Customer Invoice Request Process

Invoice Request ID: CIN000199      Invoice Request Status: Invoice Header Setup Done

**Invoice Line**

Invoice Lines

	Description	UOM	Quantity	Unit Price	Amount	GST	GST Amount	To
1	<input type="text"/>	<input type="text" value="EA"/> Each	<input type="text" value="1.000"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="SALE"/>	<input type="text"/>	<input type="text"/>

[Go back to Dashboard](#)

- The next screen **Invoice Line** allows you to enter and copy lines of information including **Description, Unit of Measure (UOM), Quantity and Unit Price**. The Amount will be automatically filled in.

- Continue scrolling right. You can see that the **GST** has been automatically filled in for Australian purposes as **SALE** (Standard Taxable Sales) at 10% and you can add **Line Notes**.
- Then select the **Distribution** Icon at the end of the line and fill in or look up the information in the 5 fields. Select **Save** and **Next** to move to the **Invoice Preview** screen.

Amount	GST	GST Amount	Total Amount	Line Notes	Internal Only
\$200.0000	SALE	\$20.00	\$220.000	USD test	<input checked="" type="checkbox"/> + -

## How to Raise an Invoice for a New Customer


- From the **Customer Setup** screen, select the Search icon to search for a Customer. The **Customer Lookup** box will open up.
- On the bottom right of the box, select **Create New**.

**Customer Lookup**

\*Search by Customer ID/Name/Business Number

Customer ID:   by ABN:

	Customer ID	Name	Country	VAT Registration ID
1	<a href="#">ALL100001</a>	Water Research Laboratory	AUS	
2	<a href="#">ALL100004</a>	Sydney Grammar School	AUS	
3	<a href="#">ALL100008</a>	University of Otago : Library		
4	<a href="#">ALL100011</a>	ANSTO	AUS	47956969590
5	<a href="#">ALL100012</a>	Capral Aluminium Limited	AUS	
6	<a href="#">ALL100014</a>	Baxter Healthcare Pty Ltd	AUS	
7	<a href="#">ALL100017</a>	St George Hospital	AUS	78390886131
8	<a href="#">ALL100021</a>	U Committee	AUS	
9	<a href="#">ALL100027</a>	UNSW Global Pty Limited	AUS	
10	<a href="#">ALL100028</a>	Shalom College	AUS	



- The **New Customer Request** form will open up.

- Fill in details about the new customer including **Trading Name, Type** (select from dropdown options including **Commercial and University**), **Country, Address** and **ABN**.

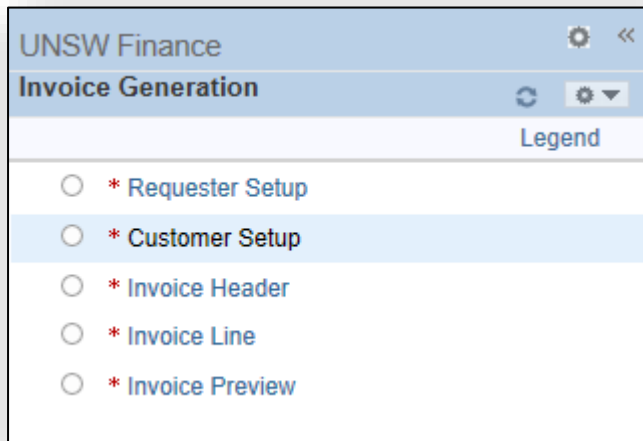
- Fill out as much information as you have available. Below this box is the new customer **Contact Information** box which is not compulsory but recommended.

- When a new Customer request is being processed, the Customer is shown as **“NEW”** and New Customer Status is **“Awaiting Approval”**.
- If the request is approved, you will receive an Approval email. The email will include the new **Customer ID**. This will appear in the invoice request in draft mode.
- You can go back into an existing draft request and the Customer ID will be auto-populated and you can proceed as normal.
- When a new Customer request has been denied, you will receive an email notifying you of this. The Customer is shown as **“DENIED”** and New Customer Status is **“Awaiting Approval”**.

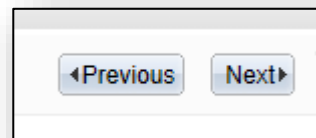


## How to Update/Change the Draft Invoice Before Submission

- From the **Customer Invoice Dashboard**, select the row of the draft invoice you would like to edit. You can see the **Process Status** in the 3<sup>rd</sup> column.
- The menu bar on the right will be highlighted showing which stage of the process you are up to.



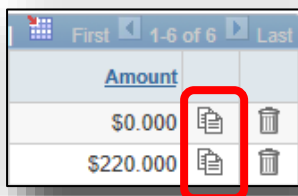
- To select a previous screen, select **Previous** on the top right. A new pop-up screen with the fields will open up. Edit the fields as needed.



- Select **Save** and **Next** to return to your original finalized screen.
- Preview the Invoice on the **Invoice Preview** screen.
- Once ready you can select **Submit for FST Review**.

## How to Copy an Existing Invoice Request

- From your **Customer Invoice Dashboard**, go to the end of the row of the invoice you would like to copy.
- After **Amount** you will see a small text icon which indicates you can select that to copy the current invoice.

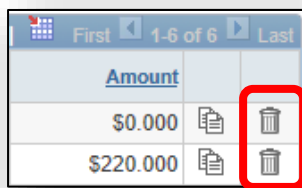


- Click **Yes** to clone the invoice request, and you will then be asked how many clones you need. Fill in the number and select **OK**.
- You will see your requested copies at the top of your invoice request list.





## How to View and Print Invoice Request Details

- From the **Invoice Preview**, right click and select **Print**.
- The Microsoft Edge Print pop-up will open up.
- Select the printer and adjust the settings as needed.

## How to Delete an Invoice Request



The screenshot shows a table with columns for 'Amount', a document icon, and a trash bin icon. The first row has an amount of '\$0.000' and the second row has '\$220.000'. The trash bin icon in the second row is highlighted with a red box.

Amount		
\$0.000		
\$220.000		

To delete a created invoice request from the Invoice Dashboard, select the Rubbish bin icon on the far right of that row. Confirm the deletion.

If the icon is greyed out, this indicates the invoice request has been loaded as a billing invoice request and cannot be deleted. Please refer to section below to cancel an invoice.

## How to Request the Cancellation of an Invoice Request

- Once an invoice request has been submitted for FST Review, it is no longer possible to delete the invoice request.
- Instead you have to request the invoice request's cancellation.
- You can do this by contacting the AR helpdesk on 9385 3330 or emailing [financehelp@unsw.edu.au](mailto:financehelp@unsw.edu.au).

## How to Raise Multiple Invoice Requests

- Follow the instructions for "How to Copy an Existing Invoice request".
- When asked in the pop-up screen how many clones you need, specify the number needed.

## How to Raise Invoice Requests on Behalf of Others/Change Requester's Details

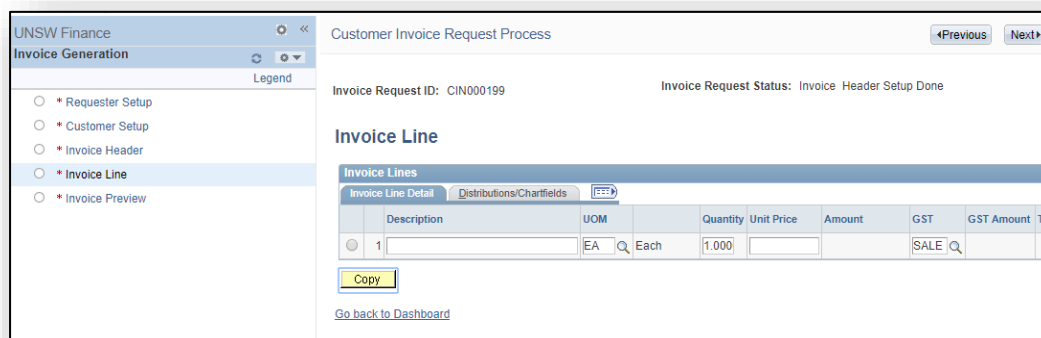
- From the **Customer Invoice Dashboard**, select **Create Invoice Request**.
- The first screen that opens is the **Requester Setup** screen.
- When filling an invoice request for someone else, select **Complete for Someone Else**.
- You will see the ZID field now becomes editable. Enter the ZID of the person for whom you are raising an invoice request.
- Enter the **Business Unit Code** or click on the Search icon to search for Business Unit code or description.
- Fill in or search for the **Customer's UNSW Contact's ZID** or name.
- Select **Save** and then **Next** in the top right to move to the next screen.
- Move through the following screens in the same way as usual.

## How to Create an Invoice Request with an Attachment

- Create an invoice request in the usual way fill out the **Requester Setup** screen.
- Save and fill out the **Customer Setup** screen. Save and move to the next screen.
- The **Invoice Header** screen will open up.
- You will see a search field for **Bill Type Identifier** by Identifier, Code or Description.
- Compulsory fields marked with an \* include **Date Invoice to be Sent** and **Currency**. Fill out the **Date** and the **Pay Terms** automatically fill out.
- On this screen you can also upload an describe an attachment. Select **Upload** and browse for the file. Type in an **Attachment Description**.
- Select **Save** and **Next**. Fill out the following screen **Invoice Line** in the usual way.

## How to Create an Invoice Request using Split Distribution Across One or More Invoice Lines

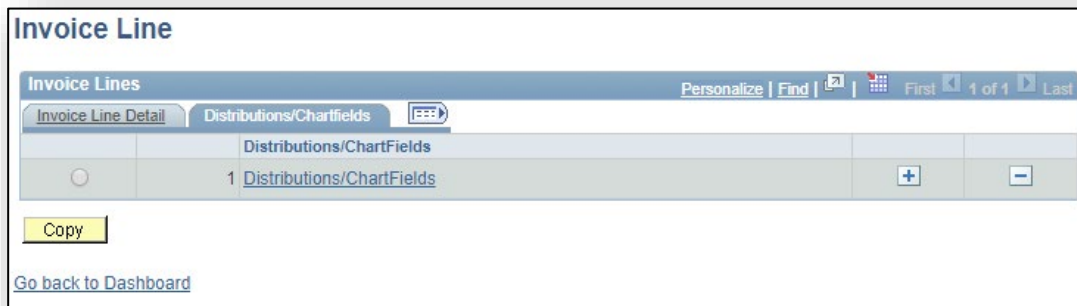
- From the **Invoice Line** screen, select the **Distributions/Chartfields** tab. You will first need to fill out the Invoice Line information.



The screenshot shows the 'Customer Invoice Request Process' screen in UNSW Finance. The 'Invoice Generation' sidebar on the left lists steps: Requester Setup, Customer Setup, Invoice Header, Invoice Line (selected), and Invoice Preview. The main area displays 'Invoice Request ID: CIN000199' and 'Invoice Request Status: Invoice Header Setup Done'. Below this is the 'Invoice Line' section, which includes a tabbed interface with 'Invoice Line Detail' and 'Distributions/Chartfields' (selected). A table with the following columns is visible: Description, UOM, Quantity, Unit Price, Amount, GST, and GST Amount. The table contains one row with the following data: Description (empty), UOM (EA), Quantity (1), Unit Price (1.000), Amount (empty), and GST (SALE). A 'Copy' button is located below the table, and a 'Go back to Dashboard' link is at the bottom.

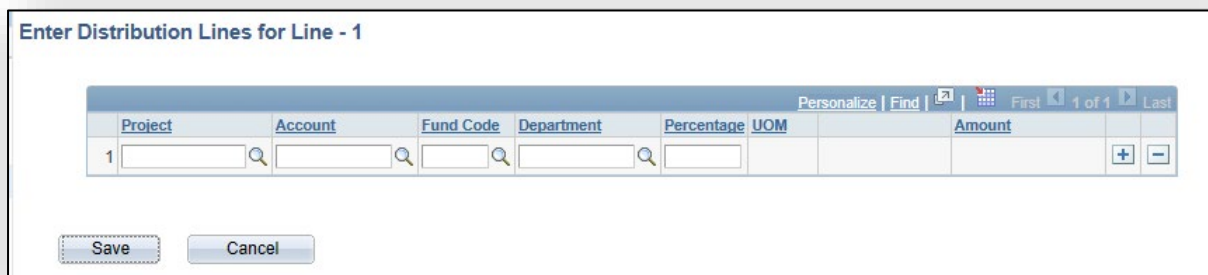
Description	UOM	Quantity	Unit Price	Amount	GST	GST Amount
	EA	1	1.000		SALE	

- Then select the row to open the **Distributions/Chartfields** for that Invoice Line.



Fill out the **Project** by selecting the Look Up icon and selecting or searching for the Project.

- The **Fund Code** and **Department** will automatically populate.
- The **Percentage** will automatically populate as 100%. To allocate across multiple projects, type in the percentage and select + to add a new line.
- Select **Save** and then **Next**.

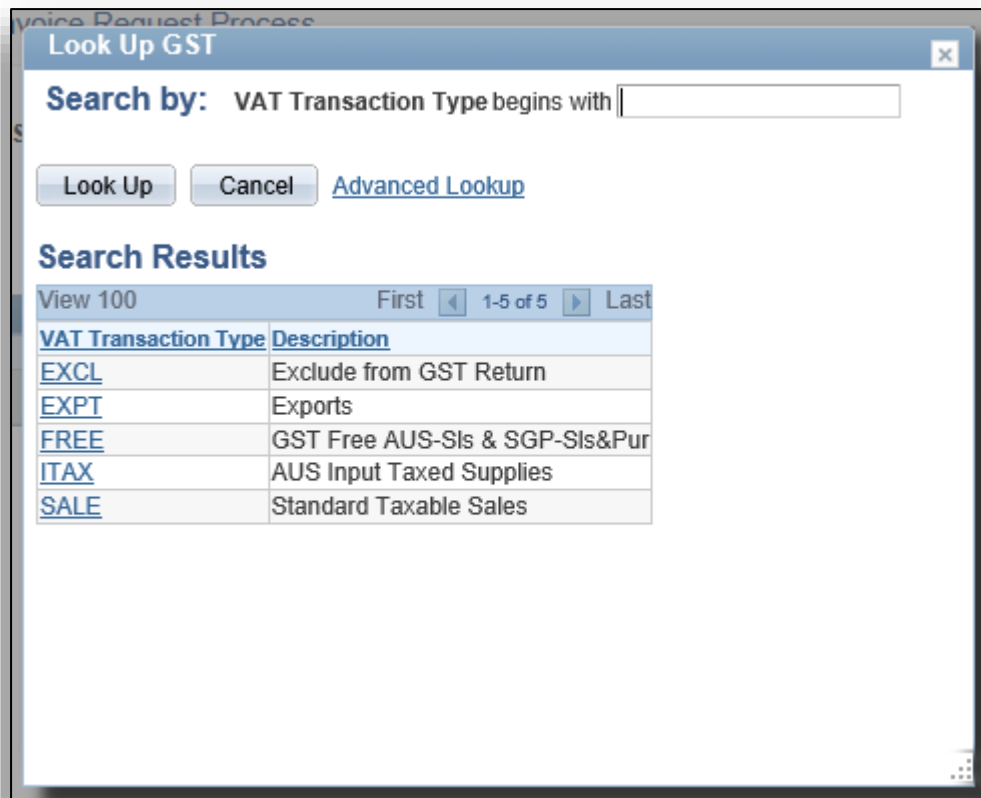


## How to Create a GST and non-GST Invoice Request

- Once you are in Invoice Line, scroll across until you get to **GST**.
- You can see the GST is automatically filled in with the word "SALE", referring to Standard Taxable Sales. The GST of 10% has automatically been calculated and appears in the **GST Amount** field.

Unit Price	Amount	GST	GST Amount	Total Amount
\$0.50000	\$0.50000	SALE	\$0.05	\$0.550

- To create a non-GST invoice request, select the search icon next to the GST. Select the category that fits the GST-free item, such as **FREE** (GST-free AUS SIs). Select **Save** and **Next**.

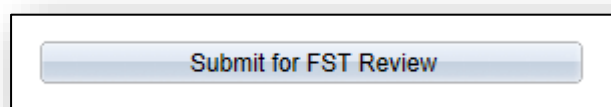


## How to Confirm Preview Invoice Request is Showing Correctly

- You will not be able to move to the **Preview Invoice** screen until the compulsory fields have been filled out during the previous 4 screens.
- From this screen you can view the **Preview Invoice**.
- This invoice request will be the same as the actual invoice request, minus the header. For additional functions, you can choose to **Select All**, **Print** or **Read Aloud** by right clicking.

## How to Submit for FST Review

- From the **Preview Invoice** screen, select **Submit for FST Review** on the bottom left corner.



## How to Check Process Status

- There are five steps in the Invoice Request creation process:
  1. Requester Setup
  2. Customer Setup
  3. Invoice Header
  4. Invoice Line
  5. Invoice Preview, and the final post-creation stage
  6. Submitted for FST Review
- To check what stage an invoice request is up to, review the Process Status column. You can also sort your invoice requests by Process Status (ascending or descending order).

Invoice Requests			
	<a href="#">Invoice Request</a>	<a href="#">Description</a>	<a href="#">Process Status</a>
1	<a href="#">CIN000291</a>		Draft
2	<a href="#">CIN000290</a>		Draft
3	<a href="#">CIN000289</a>		Draft
4	<a href="#">CIN000288</a>	Test Dispatch Method1	Invoice Line Setup Done
5	<a href="#">CIN000287</a>		Invoice Header Setup Done
6	<a href="#">CIN000286</a>		Customer Setup Done

## How to Review Invoices Requests Approved by FST Team

- From the **Customer Invoice Dashboard**, select fill in the ID or dates to search for approved invoice requests.
- You can also see whether an invoice request has been processed, refer to the Invoice column. Once finalized you will see a GRP number.
- Once finalized the status will be “Process Finalised”. Even if the invoice number hasn’t been generated yet, you will be able to search for and locate these by looking in **the Invoice Requests – Process Status column**.

**Invoice Request Dashboard**

Search Options

Requester:  Customer:  Status:   Entered by User

Search by Invoice

Invoice ID:  Inv Date From:  To:  New Customer in Progress

Refresh [Create Invoice Request](#)

Invoice Requests

**Process Status Dropdown:**

- Customer Setup Done
- Draft
- Invoice Header Setup Done
- Invoice Line Setup Done
- Process Finalized
- Requestor Setup Done
- Submitted for FST Review

## How to Review Submitted Requests

The screenshot shows the 'Invoice Request Dashboard' interface. It features two search sections: 'Search Options' and 'Search by Invoice'. The 'Search Options' section includes fields for 'Requester', 'Customer', and 'Status'. The 'Search by Invoice' section includes fields for 'Invoice ID', 'Inv Date From', and 'To'. Below these sections are buttons for 'Refresh' and 'Create Invoice Request'. A dropdown menu is open next to the 'Status' field, listing various statuses. The status 'Submitted for FST Review' is highlighted with a red box.

**Invoice Request Dashboard**

Search Options

Requester:  Customer:  Status:

Search by Invoice

Invoice ID:  Inv Date From  To:

Refresh [Create Invoice Request](#)

Customer Setup Done  
Draft  
Invoice Header Setup Done  
Invoice Line Setup Done  
Process Finalized  
Requestor Setup Done  
**Submitted for FST Review**

To bring up a list of your submitted requests, select the status of **Submitted for FST Review** in the **Customer Invoice Dashboard**.

## How to Adjust Sending Preferences

- From the **Invoice Header** stage, refer to **How Invoice to be Sent?** There is a dropdown, select the appropriate option. **Save** and **Next**.

The screenshot shows the 'Invoice Header' form. It includes fields for 'Bill Type Identifier', 'Customer Reference', '\*Date Invoice to be Sent:', 'Pay Terms:', '\*Currency:', and 'Hedge Contract ID:'. The 'How Invoice to be Sent?' dropdown menu is open, showing options: 'EDI', 'Email Invoice as Attachment', 'Email Notification', 'Federal Highway File', and 'Print Copy'. The 'Email Invoice as Attachment' option is highlighted with a blue background and a red box.

**Invoice Header**

Bill Type Identifier  MSC Customer Reference:

\*Date Invoice to be Sent:

How Invoice to be Sent?

Pay Terms:

\*Currency:  AUD This currently is being hedged:  Hedge Contract ID:

EDI  
**Email Invoice as Attachment**  
Email Notification  
Federal Highway File  
Print Copy

## How to Adjust Invoice Request Header

- At the **Invoice Header** stage, it is only the Invoice ID that is fixed and all other viewable fields can be changed.
- These include **Bill Type Identifier, Customer Reference, Date Invoice to be Sent, How Invoice to be Sent, Pay Terms and Currency.**

Customer Invoice Request Process

Invoice Request ID: CIN000289      Invoice Request Status: Customer Setup Done

### Invoice Header

Bill Type Identifier  🔍      Customer Reference:

\*Date Invoice to be Sent:  📅

How Invoice to be Sent?  ▾

Pay Terms:  🔍

\*Currency:  🔍      This currently is being hedged:       Hedge Contract ID:

## How to Create an Invoice Request using a Foreign Currency Vendor

- From the **Invoice Header** stage, refer to **Currency** and select the Search icon.
- You can then see a list of currencies and search for additional ones, by **Code** or **Description**.
- You can also scroll down to see the full list. Select the currency, select **Save** and **Next**.

Look Up Currency

Search by:  begins with

[Advanced Lookup](#)

### Search Results

View 100      First  1-96 of 96  Last

Currency Code	Description
<a href="#">262</a>	Gifted Psychology Press
<a href="#">AFN</a>	Afghani
<a href="#">AMD</a>	Armenian Dram
<a href="#">AOA</a>	Kwanza
<a href="#">ARS</a>	Argentine Peso
<a href="#">AUD</a>	Australian Dollar
<a href="#">AZN</a>	Azerbaijani Manat
<a href="#">BAM</a>	Convertible Marks
<a href="#">BGN</a>	Bulgarian LEV
<a href="#">BOV</a>	Mvdol
<a href="#">BRL</a>	Brazilian Real
<a href="#">BYR</a>	Belarussian Ruble
<a href="#">CAD</a>	Canadian Dollar
<a href="#">CDF</a>	Franc Congolais
<a href="#">CHE</a>	WIR Euro
<a href="#">CHF</a>	Swiss Franc
<a href="#">CHW</a>	WIR Franc
<a href="#">CNY</a>	Yuan Renminbi
<a href="#">COU</a>	Unidad de Valor Real
<a href="#">CUC</a>	Peso Convertible
<a href="#">CYP</a>	Cyprus Pound
<a href="#">CZK</a>	Czech Koruna



## How to Use an External Invoice ID when Generating an Invoice Request

- You will see an **Invoice Request ID** is automatically created when you **select Create Invoice Request**.
- To override this ID, continue setting up the Invoice Request.
- When you get to the Invoice Header screen, type the External Invoice ID into the **Customer Ref:** field.
- When previewing the invoice request, you will now see the word **NEXT** instead of the Invoice Number.

Customer Invoice Request Process Previous

Invoice Request ID: CIN000199 Invoice Request Status: Customer Setup Done

### Invoice Header

Bill Type Identifier  Customer Reference:

\*Date Invoice to be Sent:

How Invoice to be Sent?

Pay Terms:

\*Currency:   This currently is being hedged:  Hedge Contract ID:  Rate:

#### Invoice Header Note

#### Customer Invoice Attachment

Personalize | Find | View All | First | 1 of 1 | Last

Documents | Additional Info | [...]

Attachment Description	Attached File	Internal Only	Upload	View
1		<input checked="" type="checkbox"/>	Upload	View

[Go back to Dashboard](#)

Save

## How to Search by Customer/Status/Entered by/Invoice/Date Range/New Customer

The picture below shows that it is possible to search for an invoice request by:

1. Requester
2. Customer
3. Status (stage of the process in request)
4. Entered by User
5. Invoice ID
6. Date (from and to) and
7. New Customer in progress.

The screenshot shows the 'Invoice Request Dashboard' search interface. It features two main search sections: 'Search Options' and 'Search by Invoice'. The 'Search Options' section includes fields for 'Requester' (1), 'Customer' (2), 'Status' (3), and a checkbox for 'Entered by User' (4). The 'Search by Invoice' section includes fields for 'Invoice ID' (5), 'Inv Date From' (6), 'To' (6), and a checkbox for 'New Customer in Progress' (7). A 'Refresh' button and a 'Create Invoice Request' link are also visible at the bottom of the search area.

## How to Configure Financial Reviewer Setup

- This is something that only FST team leaders will be able to do.
- You need to look in the main menu under **Billing**.
- Then go to **Customer Invoice Request** then go to **FST Setup**.
- FST Team setup can be split by various teams and faculties/business units according to team structure.